



TORQ Analysis of Storage and Distribution Managers to Parts Salespersons




INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Storage and Distribution Managers	11-3071.02	Abilities:	Importance Level: 50	Weight: 1
To Title:	Parts Salespersons	41-2022.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:









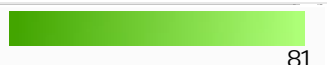



91

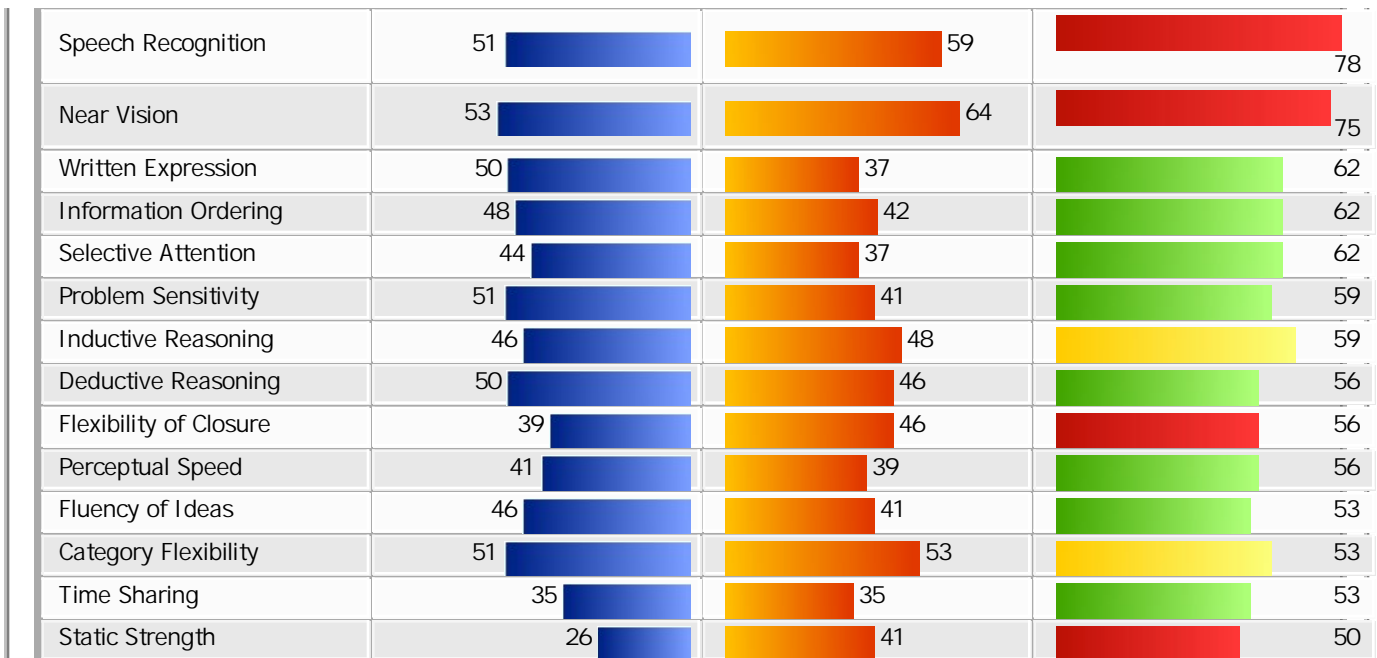
Ability TORQ				Skills TORQ				Knowledge TORQ			
Level		88		Level		92		Level		92	
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Near Vision	64	11	75	No Skills Upgrade Required!				No Knowledge Upgrades Required!			
Static Strength	41	15	50								
Speech Recognition	59	8	78								
Flexibility of Closure	46	7	56								
Inductive Reasoning	48	2	59								
Category Flexibility	53	2	53								

LEVEL and IMPT (IMPORTANCE) refer to the Target Parts Salespersons. GAP refers to level difference between Storage and Distribution Managers and Parts Salespersons.

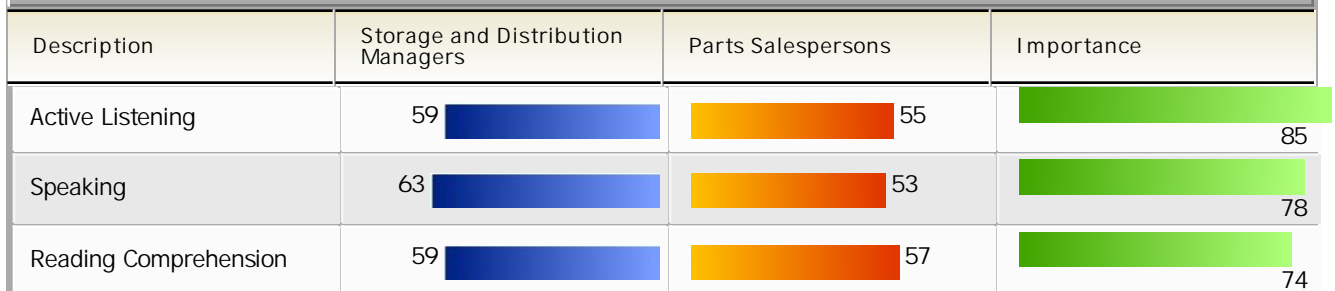
ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

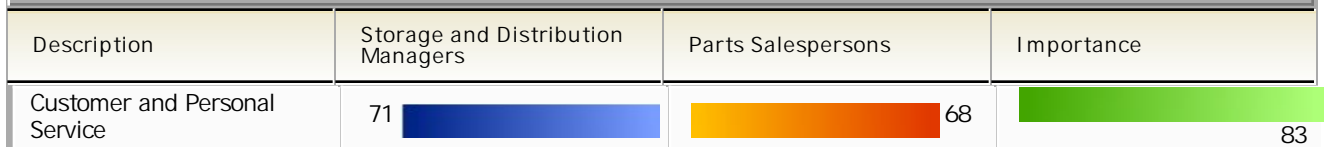
Description	Storage and Distribution Managers	Parts Salespersons	Importance
Oral Comprehension	57 	53 	87 
Oral Expression	57 	57 	84 
Speech Clarity	51 	42 	81 
Written Comprehension	55 	48 	78 



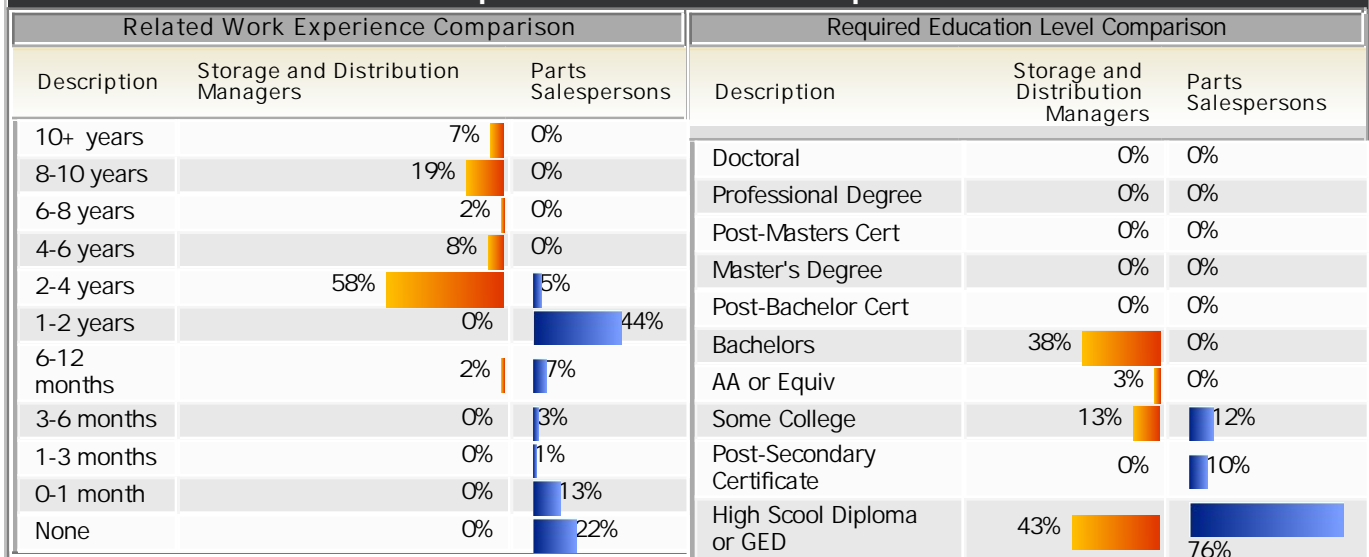
Skill Level Comparison - Abilities with importance scores over 69



Knowledge Level Comparison - Knowledge with importance scores over 69



Experience & Education Comparison





No HSD or GED

0%

0%

Storage and Distribution Managers

Parts Salespersons

Most Common Educational/Training Requirement:

Work experience in a related occupation

Moderate-term on-the-job training

Job Zone Comparison

3 - Job Zone Three: Medium Preparation Needed

Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.

Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

2 - Job Zone Two: Some Preparation Needed

Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

Tasks

Storage and Distribution Managers

Core Tasks

Generalized Work Activities:

- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.

Specific Tasks

Occupation Specific Tasks:

- Advise sales and billing departments of transportation charges for customers' accounts.
- Arrange for necessary shipping documentation, and contact customs officials to effect release of shipments.
- Arrange for storage facilities when required.
- Confer with department heads to

Parts Salespersons

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Performing for or Working Directly with the Public - Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- Selling or Influencing Others - Convincing others to buy merchandise/goods or to otherwise change their minds or actions.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Specific Tasks

Occupation Specific Tasks:

- Advise customers on substitution or modification of parts when identical replacements are not available.
- Demonstrate equipment to customers and explain functioning of equipment.
- Determine replacement parts required, according to inspections of old parts, customer requests, or customers'



coordinate warehouse activities, such as production, sales, records control, and purchasing.

- Develop and document standard and emergency operating procedures for receiving, handling, storing, shipping, or salvaging products or materials.
- Develop and implement plans for facility modification or expansion, such as equipment purchase or changes in space allocation or structural design.
- Evaluate freight costs and the inventory costs associated with transit times to ensure that costs are appropriate.
- Evaluate locations for new warehouses and distribution networks to determine their potential usefulness.
- Examine invoices and shipping manifests for conformity to tariff and customs regulations.
- Examine products or materials to estimate quantities or weight and type of container required for storage or transport.
- Inspect physical conditions of warehouses, vehicle fleets and equipment, and order testing, maintenance, repair, or replacement as necessary.
- Interview, select, and train warehouse and supervisory personnel.
- Issue shipping instructions and provide routing information to ensure that delivery times and locations are coordinated.
- Negotiate with carriers, warehouse operators and insurance company representatives for services and preferential rates.
- Participate in setting transportation and service rates.
- Plan, develop, and implement warehouse safety and security programs and activities.
- Prepare and manage departmental budgets.
- Prepare or direct preparation of correspondence, reports, and operations, maintenance, and safety manuals.
- Respond to customers' or shippers' questions and complaints regarding storage and distribution services.
- Review invoices, work orders, consumption reports, and demand forecasts to estimate peak delivery periods and to issue work assignments.
- Schedule and monitor air or surface pickup, delivery, or distribution of products or materials.
- Supervise the activities of workers engaged in receiving, storing, testing, and shipping products or materials.
- Track and trace goods while they are en route to their destinations, expediting orders when necessary.

customer requests, or customers descriptions of malfunctions.

- Discuss use and features of various parts, based on knowledge of machines or equipment.
- Examine returned parts for defects, and exchange defective parts or refund money.
- Fill customer orders from stock.
- Mark and store parts in stockrooms according to prearranged systems.
- Measure parts, using precision measuring instruments, in order to determine whether similar parts may be machined to required sizes.
- Place new merchandise on display.
- Prepare sales slips or sales contracts.
- Read catalogs, microfiche viewers, or computer displays in order to determine replacement part stock numbers and prices.
- Receive and fill telephone orders for parts.
- Receive payment or obtain credit authorization.
- Repair parts or equipment.
- Take inventory of stock.

Detailed Tasks

Detailed Work Activities:

- advise customer on substitution of parts
- answer customer or public inquiries
- balance cash register
- clean rooms or work areas
- collect deposit or payment
- determine placement part required
- examine returned parts for defects
- greet customers, guests, visitors, or passengers
- inspect products or materials for damage, defects, or shortages
- maintain records, reports, or files
- manage inventories or supplies
- process credit transaction
- read vehicle manufacturer's specifications
- sell merchandise
- use cash registers
- use computers to enter, access or retrieve data
- use industry terms or concepts
- use interpersonal communication techniques
- use inventory control procedures
- use knowledge of metric system
- use knowledge of written communication in sales work
- use oral or written communication techniques
- use precision measuring devices in



Detailed Tasks

Detailed Work Activities:

- adhere to safety procedures
- analyze operational or management reports or records
- analyze organizational operating practices or procedures
- answer customer or public inquiries
- arrange delivery schedules
- assign work to staff or employees
- call on customers to solicit new business
- communicate technical information
- conduct or attend staff meetings
- confer with other departmental heads to coordinate activities
- develop maintenance schedules
- develop policies, procedures, methods, or standards
- develop safety regulations
- direct and coordinate activities of workers or staff
- ensure compliance with government regulations
- evaluate information from employment interviews
- evaluate performance of employees or contract personnel
- examine documents for completeness, accuracy, or conformance to standards
- hire, discharge, transfer, or promote workers
- inspect products or systems for regulatory compliance
- inspect property to determine damages
- interview job applicants
- investigate customer complaints
- maintain safe work environment
- measure, weigh, or count products or materials
- monitor facilities or equipment
- negotiate business contracts
- orient new employees
- oversee execution of organizational or program policies
- prepare reports
- provide customer service
- purchase property management or maintenance equipment or supplies
- resolve customer or public complaints
- schedule air or surface pickup, delivery, or distribution of product
- schedule facility or property maintenance
- schedule work to meet deadlines
- use conflict resolution techniques

mechanical repair work

- use product knowledge to market goods
- use sales techniques

Technology - Examples



- use negotiation techniques
- use oral or written communication techniques
- use weighing or measuring devices in transportation
- write administrative procedures services manual
- write business correspondence

Technology - Examples

Analytical or scientific software

- Integrated Decision Support Netwise Enterprise
- Integrated Decision Support Netwise Frontline
- QUALCOMMOTRACS
- QUALCOMM ViaWeb

Compliance software

- Scanlon Associates LogPak

Data base user interface and query software

- Microsoft Access

Electronic mail software

- Microsoft Outlook

Enterprise resource planning ERP software

- Enterprise resource planning ERP software

Graphics or photo imaging software

- Graphics software

Inventory management software

- Aljex Inventory
- DSA Foxware Warehouse Management
- International Business Systems software
- Logility Voyager WarehousePRO
- MRA Technologies MRATrack Warehouse Management System
- Sentai Pinpoint

Label making software

- ABOL Manifest Systems

Materials requirements planning logistics and supply chain software

- Cadre Technologies Cadence Warehouse Management System
- Catalyst International CatalystConnect
- IBM i2 Transportation Manager



- Integrated Decision Support Corporation Netwise Supply Chain
- Integrated Decision Support Corporation Swap Advice
- IntelliTrack Warehouse Management System
- Radio Beacon WMS
- RedPrairie DLx Warehouse
- SSA Global Warehouse Management System WMS
- Supply chain event management software
- TECSYS EliteSeries
- TECSYS PointForce Enterprise

Office suite software

- Microsoft Office

Presentation software

- Microsoft PowerPoint

Project management software

- HighJump Software Warehouse Advantage
- Infosite Technologies DM Warehousing
- Sentai WarehouseTrac

Spreadsheet software

- Spreadsheet software

Time accounting software

- WorkForce Software EmpCenter Time and Attendance

Word processing software

- Word processing software

Tools - Examples

- Barcoding labels
- Barcoding scanners
- Desktop computers
- Digital cameras
- Forklifts
- Wireless communication and satellite positioning tools
- Cell phones
- Laptop computers



- Personal computers
- Personal digital assistants PDA
- Radio frequency handheld terminals
- Radio frequency identification RFID devices
- Global positioning systems GPS

Labor Market Comparison

Description	Storage and Distribution Managers	Parts Salespersons	Difference
Median Wage	\$ 62,270	\$ 27,760	\$(34,510)
10th Percentile Wage	\$ 40,840	\$ 19,090	\$(21,750)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 82,310	\$ 35,590	\$(46,720)
90th Percentile Wage	\$102,600	\$ 44,860	\$(57,740)
Mean Wage	\$ 68,620	\$ 29,620	\$(39,000)
Total Employment - 2007	710	1,390	680
Employment Base - 2006	701	1,394	693
Projected Employment - 2016	736	1,297	561
Projected Job Growth - 2006-2016	5.0 %	-6.9 %	-11.9 %
Projected Annual Openings - 2006-2016	25	16	-9

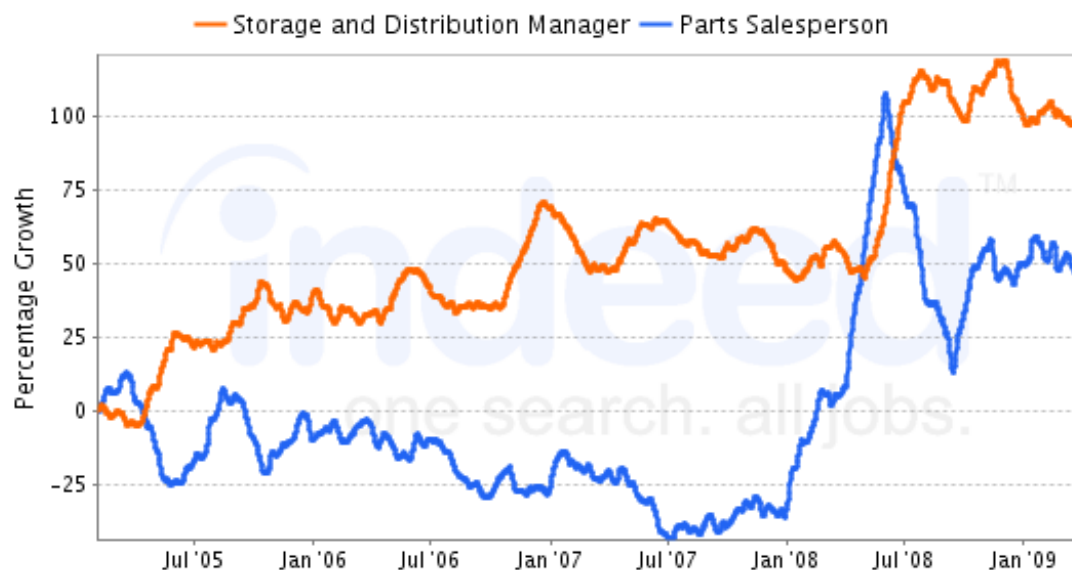
National Job Posting Trends

Trend for Storage and Distribution Managers

Trend for
Parts
Salespersons



Job Trends from Indeed.com



Data from [Indeed](http://Indeed.com)

Recommended Programs

Selling Skills and Sales Operations

Selling Skills and Sales Operations. A program that prepares individuals to possess the skills associated with direct promotion of products and services to potential customers and to function as independent sales representatives and managers. Includes instruction in consumer psychology, image projection, public speaking and interpersonal communications, sales organization and operations, customer relations, professional standards and ethics, and applicable technical skills.

No schools available for the program

Vehicle and Vehicle Parts and Accessories Marketing Operations

Vehicle and Vehicle Parts and Accessories Marketing Operations. A program that prepares individuals to perform operations connected with the distribution and sale of replacement parts and other end-use supplies in the automotive, marine, and aviation industries. Includes instruction in wholesaling and retailing; principles of vehicular technologies; storage and distribution; customer sales and service skills; and principles of consumer research and sales forecasting.

No schools available for the program

Maine Statewide Promotion Opportunities for Storage and Distribution Managers

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
11-3071.02	Storage and Distribution Managers	100	3	710	\$62,270.00	\$0.00	5%	25
41-3031.02	Sales Agents, Financial Services	90	4	0	\$65,230.00	\$2,960.00	5%	33
11-3031.02	Financial Managers, Branch or Department	90	4	2,440	\$67,670.00	\$5,400.00	7%	58
11-2022.00	Sales Managers	89	4	1,310	\$72,720.00	\$10,450.00	3%	32
11-3071.01	Transportation Managers	89	3	710	\$62,270.00	\$0.00	5%	25



11-3041.00	Compensation and Benefits Managers	88	3	200	\$68,560.00	\$6,290.00	2%	5
11-3042.00	Training and Development Managers	88	4	140	\$66,670.00	\$4,400.00	7%	4
11-1021.00	General and Operations Managers	87	4	8,490	\$77,050.00	\$14,780.00	-5%	209
41-3031.01	Sales Agents, Securities and Commodities	87	4	0	\$65,230.00	\$2,960.00	5%	33
11-2031.00	Public Relations Managers	87	4	290	\$71,020.00	\$8,750.00	9%	10
11-3051.00	Industrial Production Managers	86	4	690	\$72,560.00	\$10,290.00	-12%	24
13-2052.00	Personal Financial Advisors	86	3	360	\$94,100.00	\$31,830.00	10%	13
11-2021.00	Marketing Managers	84	4	570	\$74,560.00	\$12,290.00	7%	17
11-3031.01	Treasurers and Controllers	84	5	2,440	\$67,670.00	\$5,400.00	7%	58
11-9032.00	Education Administrators, Elementary and Secondary School	83	5	1,530	\$66,870.00	\$4,600.00	-2%	41

Top Industries for Parts Salespersons

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Automotive parts, accessories, and tire stores	441300	28.95%	68,916	60,512	-12.20%
Automobile dealers	441100	25.95%	61,755	63,049	2.10%
Motor vehicle and motor vehicle parts and supplies merchant wholesalers	423100	9.16%	21,811	22,406	2.73%
Other motor vehicle dealers	441200	5.98%	14,233	17,166	20.61%
Farm and garden machinery and equipment merchant wholesalers	423820	3.94%	9,375	7,898	-15.75%
Automotive mechanical and electrical repair and maintenance	811110	2.51%	5,980	6,390	6.86%
Hardware, and plumbing and heating equipment and supplies merchant wholesalers	423700	2.48%	5,904	6,032	2.17%
Electrical and electronic goods merchant wholesalers	423600	2.00%	4,750	5,040	6.11%
Wholesale electronic markets and agents and brokers	425100	1.66%	3,958	4,043	2.13%
Self-employed workers, primary job	000601	1.58%	3,756	3,601	-4.12%



Building material and supplies dealers	444100	1.39%	3,305	3,801	15.01%
Lawn and garden equipment and supplies stores	444200	0.96%	2,297	1,860	-19.02%
Electronics and appliance stores	443100	0.66%	1,569	1,452	-7.46%
Commercial and industrial machinery and equipment (except automotive and electronic) repair and maintenance	811300	0.65%	1,540	1,467	-4.76%
Automotive body, paint, interior, and glass repair	811120	0.62%	1,473	1,548	5.08%

Top Industries for Storage and Distribution Managers

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Federal government, excluding postal service	919999	8.18%	7,687	7,267	-5.47%
General freight trucking	484100	7.31%	6,875	7,777	13.11%
Warehousing and storage	493100	5.90%	5,551	7,414	33.57%
Management of companies and enterprises	551100	5.66%	5,322	6,135	15.28%
Local government, excluding education and hospitals	939300	4.83%	4,542	5,102	12.34%
Couriers	492100	4.11%	3,862	4,150	7.46%
Grocery and related product wholesalers	424400	3.41%	3,203	3,503	9.35%
Freight transportation arrangement	488500	3.38%	3,180	4,031	26.76%
Specialized freight trucking	484200	2.57%	2,418	2,724	12.64%
Self-employed workers, primary job	000601	2.55%	2,400	2,557	6.54%
Rail transportation	482100	1.86%	1,751	1,507	-13.94%
Scheduled air transportation	481100	1.65%	1,553	1,715	10.41%
State government, excluding education and hospitals	929200	1.52%	1,429	1,402	-1.87%
Professional and commercial equipment and supplies merchant wholesalers	423400	1.13%	1,063	1,239	16.57%
Wholesale electronic markets and agents and brokers	425100	1.12%	1,055	1,197	13.48%